

Two hands at the top of the frame are manipulating two marionettes. The marionettes are made of light-colored wood and have long, thin white strings hanging down. The hands are positioned as if they are about to move the marionettes.

# CRIMINAL MANIPULATION

Staff Development and Training



# Performance Objectives

- Explain the 5 step process in the law enforcement continuum that offenders expect staff to follow when they violate the rules
- Identify the 5 characteristics offenders use to profile victims

# Performance Objectives

- Identify 2 victim tests offenders use when attempting to manipulate staff
- Identify the 11 tools used in a set- up
- Identify factors that contribute to complacency
- Identify 10 important protectors against criminal manipulation

# Causes of Poor Staff-Offender Interaction

- Any offender who is too friendly with staff can be labeled a “snitch” which could subject them to retaliation by other offenders
- Offenders do not appear remorseful for their crimes

# Influences



**TIME + EXPOSURE =  
INFLUENCE**

# Law Enforcement Continuum

Crime-to

Detection-to

Apprehension-to

Conviction-to

Disciplinary Action



# Profiling Victims

- Demographics
- Physical Appearance
- Financial Status
- Work Ethic
- Demeanor
  - “Laid back cool”
    - Trusting, naïve staff
  - “Robo-Cops”
    - Strict
  - “Police”
    - Firm, fair, consistent
- Geographic Origin



# Victim Tests

## Test of Limits

Offender breaks minor rules testing staff

## Fish Testing

Offenders may work in teams to make staff feel obligated by using minor rule violating requests





# Tools of a Set-up

- The Support System
  - Praises to befriend staff
- Empathy and/or Sympathy
  - Establish a level of understanding
- The Plea for Help
- The “We/They” Syndrome
  - Isolated staff, staff identify with offenders
- Offer of Protection
  - Do favors for staff and protect staff
- Allusions to Sex
  - Overly familiar friendship with staff



# Tools of a Set-up

- The Touch System
  - Hand shaking, “pat-on-back” to form bond
- The Rumor Clinic
  - Spreading gossip about staff
- Tears (Female Offenders)
  - Using tears to maneuver staff
- Learned Helplessness
  - More common with female offenders, acting weak/needing help
- The Victim Stance
  - More common with female offenders, using history of “victimization” to manipulate staff/others



# Turnout

## **Shopping List**

**Demands for  
alcohol, drugs,  
tobacco, money,  
or weapons**

## **The Sting**

**“Do as you  
are told or  
be harmed”**

## **The Lever**

**Reminder of  
staff’s past  
indiscretion**

# Combating Complacency



## Definition of Complacency:

Being pleased with oneself or one's merits, advantages, and situation, often without awareness of potential danger, or self-satisfaction accompanied by unawareness of actual dangers or deficiencies

# Factors that Contribute to Complacency

Repetition

Repetitive Behavior

Repeated Exposure

Getting Used-to-it



# Factors that Contribute to Complacency

- Habituation
  - State of Mind
    - Fatigue



# Avoid Complacent Behavior

Complacency can lead to negative consequences for correctional agencies, staff, volunteers and offenders.

It is important to know how to combat complacency.



# Ways To Avoid Complacent Behavior



- 1. Establish a culture that does not tolerate or accept complacent behavior.**

Make avoiding complacency a priority.



# Ways To Avoid Complacent Behavior



## **2. Never forget you are in a correctional environment.**

Remind yourself daily to be vigilant and thorough in completing your tasks. Your life or someone else's may depend on it.

# Ways To Avoid Complacent Behavior



## **3. Develop a pilot's mindset.**

Perform “pre-trip inspections” with attention to detail. Failure to properly inspect could result in catastrophic failure or death.

# Ways To Avoid Complacent Behavior



- 4. If you're tired, stand up, walk around, get a drink of coffee or water.**

Re-energize yourself so you can focus on your tasks.

# Ways To Avoid Complacent Behavior



- 5. Get out from behind your desk or office and walk around your area.**

# Ways To Avoid Complacent Behavior



## **6. Vary your routine.**

Force yourself to do things at different times.  
Don't do the same task the same way.

# Ways To Avoid Complacent Behavior



- 7. Constantly reinforce to others the importance of not becoming complacent.** Remind them about the dangers associated with complacency.

# Ways To Avoid Complacent Behavior



## **8. Be proactive!**

Look for ways to improve things before they become a concern or issue.

# Ways To Avoid Complacent Behavior



## **9. Role model appropriate behaviors at all times.**

Don't shortcut procedures or others will think it is "ok" to do the same.



# Ways To Avoid Complacent Behavior



- 10. Solicit ideas from staff and other volunteers on ways to avoid complacent behaviors.**

Share these ideas with others.

# Ways To Avoid Complacent Behavior



## **11. View your area with a set of “fresh eyes.”**

View things from an offender's perspective and look for things unusual or out of the ordinary.

# Ways To Avoid Complacent Behavior



**12. Have others regularly inspect your area to discover concerns or issues.**

Develop the mindset to complete every task.

# Ten Protectors

1. Understand the definition of a professional and strive to act like one
2. Learn to recognize the steps of a set-up and take proper action
3. Constantly monitor the seemingly casual offender remarks and your own responses
4. Learn to say NO and mean it
5. Be in command of your area

# Ten Protectors



6. It is important to know the kind of offender you are dealing with when offering special or day to day help or guidance
7. Be knowledgeable of proper facility procedures relating to programs and legitimate avenues offenders can pursue to acquire assistance
8. The intended victim must let someone know he/she is being cultivated, and let the offender responsible know the incidents are out in the open.

# Ten Protectors

9. Contact facility staff and write a disciplinary report. This form is used when the offender's request or action is an obvious rule violation.
10. One of the most important concerns is knowing what to do in a crisis.

# Congratulations!

You have completed  
the module on,

“Criminal Manipulation.”

If you have any questions, please contact your  
Community Involvement Coordinator.



Staff Development and Training